



GLOVERSVILLE WATER WORKS COVID-19 UTILITY DISCONNECTION UPDATE

On May 11, 2021, Governor Andrew M. Cuomo signed into law amendments to the Public Service Law that prevent municipalities from terminating water service to customers for non-payment of an overdue charge during the COVID-19 State of Emergency. Upon the expiration of the COVID-19 State of Emergency or December 31, 2021, whichever date is earlier, we will resume disconnection of water services to residential and small business (less than 25 employees) customers who are delinquent in payments for water service.

- 1)** Additional protections have been enacted for residential and small business customers with 25 or fewer employees who have been unable to pay their water bills after March 7, 2020, because of a change in financial circumstances due to the COVID-19 State of Emergency.
- 2)** From May 11, 2021, until the COVID-19 State of Emergency is lifted or expired, we shall not terminate or disconnect the water service to residential customers and small businesses for non-payment of an overdue charge. We shall also not place or enforce any lien on the real property of our residential and qualified small business customers.
- 4)** For a period of 180 days after either the COVID-19 state of emergency expires or December 31, 2021, whichever is earlier, customers who have been unable to pay their water bills may contact the Gloversville Water Works to self-certify "a change in financial circumstances due to the COVID-19 State of Emergency". For those customers that successfully complete the self-certification process, the Water Dept will not terminate or disconnect service and or place a lien on the real property of our customers for non-payment of past due amounts. Customers will also be provided an opportunity to request a deferred payment agreement, or to request to restructure an existing deferred payment agreement, with no late fees, penalties, or down payment required.

If you are a resident or qualified small business customer who has experienced a financial hardship due to the COVID-19 state of emergency, contact us at (518) 773-4520 to request the Self-Certification Form to prevent service termination and to apply for a deferred payment agreement.

The complete text of the Notice of DPS Guidance related to the COVID-19 utility moratorium on terminations and disconnections, is available on the DPS website at (www.dps.ny.gov).